

**RENEWAL
CABLE TELEVISION LICENSE
FOR
THE TOWN OF CLINTON,
MASSACHUSETTS**

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Exhibit A: I-Net Maintenance and Technical Support

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CLINTON RENEWAL LICENSE

INTRODUCTION

WHEREAS, Continental Cablevision of Massachusetts, Inc. (hereinafter "Continental" or "Licensee") is the duly authorized holder of a license to operate a cable communications system in the Town of Clinton, Massachusetts (hereinafter the "Town"), said license having originally commenced on November 24, 1981;

WHEREAS, Continental filed a request for a renewal of its license by letter dated January 5, 1994 in conformity with the Cable Communications Policy Act of 1984 and filed a renewal proposal dated February 21, 1996;

WHEREAS, there has been an opportunity for public comment, as required by Section 626(h) of the Cable Communications Policy Act;

WHEREAS, the Board of Selectmen, as the Issuing Authority, finds that the renewal of Continental's license is appropriate in light of its past performance, compliance with the terms of its existing license, and the terms contained in its request for license renewal; and

NOW THEREFORE, after due and full consideration, the Town and Continental agree that this Renewal License is issued upon the following terms and conditions:

ARTICLE 1

DEFINITIONS

SECTION 1.1 - DEFINITIONS

The following terms used in this Renewal License shall have the following meanings:

- (a) **Basic Broadcast Service** - That service tier which shall include at least the retransmission of local broadcast television signals and the public, educational and governmental (“PEG”) access channels, in accordance with the Cable Act of 1992.
- (b) **Broadcast** - Over-the-air transmission by a radio or television station.
- (c) **Cable Act** - Cable Communications Policy Act of 1984, Public Law No. 98-549, 98 Stat. 2779 (1984), 47 U.S.C. 521 et seq., amending the Communications Act of 1934, as further amended by the 1992 Cable Consumer Protection and Competition Act, Public Law No. 102-385 and the Telecommunications Act of 1996, Public Law No. 104-104, § ___, 110 Stat. ___ (1996).
- (d) **Cable Communications System or Cable System** - The cable television system owned, constructed, installed, operated and maintained in the Town of Clinton for the provision of broadband telecommunications services capable of operating as a fully addressable system of antennas, cables, wires, lines, fiber-optic cables, towers, wave guides or other conductors, converters, equipment or facilities, designed to provide telecommunications services, which includes, but is not limited to distributing video programming and technologies to subscribers, and/or producing, receiving, amplifying, storing, processing, or

distributing audio, video, digital or other forms of signals to subscribers and in accordance with the terms and conditions in this Renewal License.

(e) **Commission** - The Massachusetts Community Antenna Television Commission appointed pursuant to Chapter 166A of the General Laws of the Commonwealth of Massachusetts.

(f) **Community Programming** - Programming produced jointly by community volunteers and employees of the Licensee.

(g) **Drop** - The coaxial cable that connects a home or building to the Subscriber Network or Institutional Network.

(h) **Effective Date** - November 25, 1996

(i) **FCC** - Federal Communications Commission.

(j) **Institutional Network ("I-Net")** - The separate cable which interconnects with the Subscriber Network and is available for two-way transmission between and among certain points on the I-Net and transmits community events and government meetings from a point on the I-Net to Subscribers.

(k) **Issuing Authority** - The Board of Selectmen of the Town of Clinton, Massachusetts.

(l) **Licensee** - Continental Cablevision of Massachusetts, Inc., a wholly-owned subsidiary of Continental Cablevision, Inc. ("Continental").

(m) **Outlet** - An interior receptacle that connects a television set to the Cable Communications System.

(n) **Programming** - Any video, audio, text or data coded signal carried over the Cable Communications System.

(o) **Renewal License** - The license granted herein.

(p) **Standard Service Package** - A combination of cable service tiers, consisting of the Basic Broadcast tier and Cable Programming Service tiers, as provided by the Licensee as of the Effective Date and including any individual broadcast channels or cable networks added to these tiers as a result of the reconstruction of the Cable Communications System.

(q) **Subscriber** - A person or entity who contracts with the Licensee for, and lawfully receives, the video signals and cable services distributed by the Cable Communications System.

(r) **Subscriber Network** - The trunk and feeder signal distribution network over which video, audio, text and data signals are transmitted to Subscribers.

(s) **Town** - The Town of Clinton, Massachusetts.

ARTICLE 2

GRANT OF RENEWAL LICENSE

SECTION 2.1 - GRANT OF RENEWAL LICENSE

Pursuant to the authority of Chapter 166A of the General Laws of the Commonwealth of Massachusetts, and Cable Communications Policy Act of 1984 as amended, the Issuing Authority hereby grants a non-exclusive Renewal License to the Licensee, a Massachusetts corporation, authorizing and permitting said Licensee to construct, operate and maintain a Cable Communications System within the municipal limits of the Town of Clinton.

This Renewal License is granted under and in compliance with the Federal Cable Act and Chapter 166A of the General Laws of the Commonwealth of Massachusetts, and in compliance with all rules and regulations of the FCC and the Commission and all other applicable rules and regulations in force and effect during the period for which this Renewal License is granted.

Subject to the terms and conditions herein, the Issuing Authority hereby grants to the Licensee the right to construct, upgrade, install, operate and maintain a Cable Communications System, including such lines, cables, fiber optics, conductors, ducts, conduits, vaults, manholes, amplifiers, appliances, pedestals, attachments and other property and equipment as are necessary and appropriate to the operation of the Cable Communications System, in, under, over, along, across and upon the streets, lanes, avenues, alleys, sidewalks, bridges, highways and other public places under the jurisdiction of the Town within the municipal boundaries and subsequent additions thereto, including

property over which the Town has a sufficient easement or right-of-way, for the purpose of reception, transmission, amplification, origination, distribution or redistribution of video, audio, text, data and other impulses in accordance with the laws of the United States of America, the Commonwealth of Massachusetts, and bylaws/ordinances of the Town of Clinton.

SECTION 2.2 - TERM: NON-EXCLUSIVITY [SEE G.L.c. 166A §§3(d) and 13]

The term of this Renewal License shall be for a period of ten (10) years and shall commence on November 25, 1996, following the expiration of the current License, and shall terminate at midnight on November 24, 2006.

SECTION 2.3 - POLE ATTACHMENT RIGHTS

Pursuant to G.L.c. 166 §§22-25, permission is hereby granted to the Licensee to attach or otherwise affix cables, wire, or optical fibers comprising the Cable Communications System to the existing poles on public streets and ways, provided the Licensee secures the permission and consent of the public utility companies to affix the cables and/or wires to their pole facilities. By virtue of this License the Town grants Licensee equal standing with power and telephone utilities in the matter of placement of facilities on public ways.

SECTION 2.4 - RENEWAL

In accordance with the provisions of federal law, Section 13 of Chapter 166A of the General Laws of the Commonwealth of Massachusetts and applicable regulations, this Renewal License shall be subject to additional

renewals for the periods not to exceed ten (10) years or such other longer periods as allowed by law.

SECTION 2.5 - POLICE AND REGULATORY POWERS

The Licensee's rights are subject to the powers of the Town to adopt and enforce general bylaws/ordinances necessary for the safety and welfare of the public, provided that such bylaws/ordinances are of general applicability and not specific to the Cable Communications System, the Licensee, or this License.

SECTION 2.6 - EQUAL PROTECTION PROVISION

(a) The Issuing Authority agrees that it may not permit another licensee, which refers to companies regulated under the provisions of Title VI of the Cable Act, to utilize the public rights-of-way on terms and conditions which are more favorable or less burdensome than those applied to Licensee. In applying this provision, the following may specifically apply: 1) the term of any other license may be no more or less than the term of this License; 2) the license fees assessed on any other licensee may be no more or less than the fees for this License; 3) the channels and support for local origination and access channels may be no less than the channels and support provided by the Licensee; 4) other requirements imposed on any other licensee for municipal benefits may have a net present value at time of franchising equal to the net present value of the municipal benefits and support provided by Licensee under this License. To the extent such licensee is not subject to such requirements, Licensee's corresponding obligations may be reduced to reflect terms and conditions which are no more burdensome and no less favorable than those applied to any other licensee. To the extent there is unfranchised municipal competition to Licensee, the Issuing Authority may impose an equalization tax on municipal cable

services to equal the license fee and other payments required to be made by Licensee.

(b) In the event another provider(s) of multichannel programming, including video dialtone, serves Subscribers in the Town, but is not required to be licensed by the Town, and to the extent such multichannel programming provider(s) is not required to: 1) pay any franchise fee, 2) pay for support of public, educational or government access programming, 3) make a capital grant for public, educational or government access equipment/facilities, 4) provide drops and service to public buildings, 5) maintain an I-Net, and/or 6) comply with customer service standards, the Issuing Authority, upon request of the Licensee, may hold a public hearing and afford the Licensee the opportunity to demonstrate the disparate burdens and inequities on Licensee of having to comply with said requirements and the economic injury which has occurred or is likely to occur therefrom. If the Licensee request such a hearing, the Licensee agrees to pay to the Town Five Thousand Dollars (\$5,000) to be used by the Town to secure financial and/or engineering experts to assist the Issuing Authority at the hearing.

(c) Should the Licensee demonstrate that the burdens imposed under this License places the Licensee at a competitive disadvantage, the Issuing Authority may at its discretion modify the License in such a manner as to relieve the Licensee of the burdens which are not imposed on the Licensee's competitor(s) or by imposing similar requirements on the competing multichannel programming provider.

ARTICLE 3

SYSTEM SPECIFICATIONS AND CONSTRUCTION

SECTION 3.1 - AREA TO BE SERVED [SEE G.L.c. 166A §3(a)]

The area to be served is the entire Town of Clinton. Service shall be provided to every dwelling occupied by a person requesting cable service, provided that the Licensee is able to obtain from property owners any necessary easements and/or permits in accordance with Section 621(a)(2) of the Federal Cable Communications Act of 1984.

SECTION 3.2 - SUBSCRIBER NETWORK

The Licensee shall upgrade and maintain a Cable Communications System utilizing addressable technology and capable of a minimum of 750 MHz. The Cable System shall be designed for 550 MHz of analog signal transmission [seventy-seven (77) channels in the forward direction] and 200 MHz reserved for future digital or analog two-way transmission provided however, the Licensee in its sole discretion, may change said design.

SECTION 3.3 - SUBSCRIBER NETWORK CABLE DROPS [SEE G.L.c. 166A §5(e)]

The Licensee shall install one (1) Drop, Outlet and the Standard Service Package to all municipal and other public buildings reasonably requested in writing by the Issuing Authority which lie along its cable routes in the Town. Said installation shall be without charge, provided the distance from the System to the building is no more than 200 feet and absent of other unusual installation

conditions and requirements. Should the distance be greater, the Issuing Authority may release the Licensee in writing from its obligation or the Town may pay the Licensee all direct incremental costs incurred to provide the installation in excess of 200 feet. The Issuing Authority or its designee shall consult with the appropriate individuals to determine the appropriate location for each Drop prior to requesting that the Licensee install the free service. Nothing in this Section shall require the Licensee to install an additional Drop or Outlet to any municipal or public building which already has a free Drop or Outlet provided under the terms of the prior license.

SECTION 3.4 - INSTITUTIONAL NETWORK (“I-NET”)

(a) Licensee shall, at the request of the Issuing Authority, within three (3) years of the Effective Date of this Agreement construct, operate and maintain a 750 MHz mid-split Institutional Network (“I-Net”) capable of transmitting and 156-550 MHz in the forward direction 5-116 MHz in the reverse direction or the equivalent thereof. If at the time the Town requires Licensee to construct the I-Net and 750 MHz is not technically available, Licensee will be required to build the I-Net to 550 MHz. The I-Net will be capable of transmitting audio, video and data from and among the following municipal buildings: Clinton Middle School, Clinton High School, Clinton Elementary School, Parkhurst School/Fuller Field, Bigelow Public Library, Clinton Town Hall, Clinton Fire Station, Clinton Police Department, Department of Public Works and Civil Defense in the Water Department Building and UMass/Clinton Hospital. The Licensee shall provide one (1) I-Net Drop at no charge to any new municipal or

school building which lies along its I-Net route upon written request of the Issuing Authority.

(b) If prior to construction, Licensee determines that the architecture described above does not meet the Town's requirements, or that another architecture would be more appropriate, Licensee may, in its discretion, alter the architecture of the I-Net, provided however that such alterations do not fundamentally change or reduce I-Net capabilities.

(c) The Town may perform its own data communications over the I-Net. Licensee shall assist the Town by providing the maintenance and technical support outlined in Exhibit A. Licensee and Town may contract for additional services, including Ethernet Service, at the prevailing market rate.

(d) Construction of the I-Net will coincide with construction of the Cable Communications System.

SECTION 3.5 - INSTITUTIONAL NETWORK CABLE DROPS

Within sixty (60) days of the completion of the Cable System the Licensee and the Issuing Authority or its designee, shall conduct a joint inspection of the municipal buildings listed in Section 3.4 (Institutional Network) to determine the precise location of the I-Net Drop.

SECTION 3.6 - CONSTRUCTION SCHEDULE [SEE G.L.c. 166A §3(b) and (c)]

(a) Rebuild construction of the Cable Communications System shall begin, within twelve (12) months of the Effective Date of the Renewal License. It is the responsibility of the Licensee to obtain all variances, permits and authorizations necessary for construction.

(b) Rebuild construction and activation of the Cable Communications System shall be completed within nine (9) months of the start of construction unless an extension is granted pursuant to this subsection. Notwithstanding the above, upon written application by the Licensee to the Issuing Authority at least thirty (30) days prior to the construction deadline or any extension thereof, the Issuing Authority may grant a reasonable extension of time to permit the Licensee to comply with the construction deadline; provided that such written application sufficiently states and documents that the need for such extension is for good cause and due to circumstances beyond the reasonable control of the Licensee. Among events or circumstances deemed to be beyond the reasonable control of the Licensee are: the timely performance of walk-out, make-ready and the location of underground utilities by the telephone and electric utility companies; the timely delivery of equipment by suppliers, provided the Licensee exercises due diligence in placing purchase orders for such equipment; the timely performance of contractual obligations by sub-contractors, provided that the Licensee exercises due diligence in selecting sub-contractors, supervising their performance and seeking compliance with any and all agreements with them; labor disputes, provided the Licensee exercises due diligence in seeking settlement of such disputes; and acts of God, including severe weather conditions, provided that the Licensee uses due diligence to complete installation on or before the deadline herein.

(c) In constructing the Cable Communications System, the Licensee shall follow present and future pole placements in the Town. Where telephone and electric utilities are both underground, the licensee shall place its cables underground.

SECTION 3.7 - STANDBY POWER

The Licensee shall maintain standby power at the hub facility, any sub headend facilities, critical trunk areas and fiber nodes. Such standby power shall have continuous capability, contingent upon availability of fuel necessary to operate generators, shall become activated automatically upon the failure of normal power supply, and shall be installed concurrently with the rebuild of the Cable Communications System.

ARTICLE 4
TECHNOLOGICAL AND SAFETY STANDARDS

SECTION 4.1 - SYSTEM MAINTENANCE

(a) In installing, operating and maintaining equipment, cable and wires, the Licensee shall avoid damage and injury to trees, structures and improvements in and along the routes authorized by the Issuing Authority, except as may be approved by the Issuing Authority if required for the proper installation, operation and maintenance of such equipment, cable and wires.

(b) The construction, maintenance and operation of the Cable Communications System for which this Renewal License is granted shall be done in conformance with all applicable federal, state or local bylaws/ordinances, codes and regulations, including but not limited to OSHA, the National Electrical Safety Code, and the rules and regulations of the FCC as the same exist or as same may be hereafter changed or amended.

(c) Operating and maintenance personnel shall be thoroughly trained in the use of all safety equipment and the safe operation of vehicles and equipment. All areas of the Cable Communications System shall be routinely inspected and maintained by the Licensee so that conditions that could develop into safety hazards for the public and/or operating and maintenance personnel can be corrected before they become a hazard. The Licensee shall install and maintain its wire, cable, fixtures, and other equipment in such a manner as shall not interfere with any installations of the Town or any public utility serving the Town.

(d) All structures and all lines, equipment and connections in, over, under, and upon streets, sidewalks, alleys, and public and private ways and places of the Town, wherever situated or located shall at all times be kept and maintained by the Licensee in a safe and suitable condition and in good order and repair.

(e) The signal of any television or radio station carried on the Cable Communications System shall be carried without material degradation in quality at all subscribing locations within the limits imposed by the technical specifications of the Cable System and as set forth by the FCC. The Cable Communications System shall be operated and maintained so as to comply with the technical standards set forth in the FCC's rules and regulations as they apply to cable television systems.

(f) Upon written notice from the Town, the Licensee shall remedy a general deficiency with respect to the technical standards described herein within three (3) months of receipt of notice and a safety deficiency as soon as possible, but in no event more than thirty (30) days from receipt of notice and shall notify the Town when the deficiency has been corrected.

SECTION 4.2 - REPAIRS AND RESTORATION [SEE G.L.c. 166A §5(g)]

Whenever the Licensee takes up or disturbs any pavement, sidewalk or other improvement of any public or private way or place, the same shall be replaced and the surface restored in as good condition as before entry as soon as practicable. If the Licensee fails to make such restoration within a reasonable time, the Issuing Authority may fix a reasonable time for such restoration and repairs, and shall notify the Licensee in writing of the restoration and repairs

required and the time fixed for the performance thereof. Upon failure of the Licensee to comply within the time specified, the Issuing Authority may cause proper restoration and repairs to be made and the expense of such work shall be paid by the Licensee upon demand by the Issuing Authority.

SECTION 4.3 - TREE TRIMMING

The Licensee shall have authority to trim trees upon and overhanging streets, alleys, sidewalks and public ways and places of the Town so as to prevent the branches of such trees from coming in contact with the wires, cables and equipment of the Licensee, in accordance with applicable state law and any Town bylaws/ordinances and regulations.

SECTION 4.4 - STRAND MAPS

The Licensee shall maintain a complete set of strand maps of the Town, on which will be shown those areas in which its facilities exist, the location of all streets and the location of all residences. The strand maps will be available for inspection by the Issuing Authority on request.

SECTION 4.5 - BUILDING MOVES

In accordance with applicable laws, the Licensee shall, at its expense, upon the request of any person holding a building moving permit issued by the Town, temporarily raise or lower its wires to permit the moving of the building(s). The Licensee shall be given not less than thirty (30) days advance notice to arrange for such temporary wire changes. If funds are available to defray the cost and expense of relocating the plant and equipment of any public utility or private company using such street, easement, or right-of-way, such funds shall also be made available to the Licensee.

SECTION 4.6 - NEW TECHNOLOGY

Licensee agrees to offer on a commercial basis, new telecommunications services to residents of the Town not more than twenty-four (24) months from commercially offering these services to residents in the Metro Boston area.

ARTICLE 5

COMMUNITY CHANNEL(S)

SECTION 5.1 - COMMUNITY PROGRAMMING

(a) The Licensee shall provide a community channel for use by residents of the Town, the educational authorities and local government officials. The Licensee shall also reserve up to two (2) additional channels for such uses according to the following formula. An additional community programming channel shall be made available when the existing channel is used to cablecast, first-run, locally produced, non-commercial programming at least eighty percent (80%) of the weekdays (Monday through Friday) for eighty percent (80%) of the time during any consecutive six-hour period for six (6) consecutive weeks. If there is channel space available at the time of the Issuing Authority's request for an additional channel under this Section, the Licensee shall make a channel available as soon as possible. If there is not channel space available the Licensee shall have six (6) months following a request by the Issuing Authority in which to make such new channel available.

(b) Any resident of the Town or any organization based in or serving the Town, shall have the right to produce programming for the public access channel, and shall have access to facilities and equipment, upon completion of a training program or certification by the staff, and to access training, subject to rules established pursuant to Article 5, Section 5.1(c). The Licensee shall not charge residents of the Town, educational authorities or local government for non-commercial use of the community programming channel(s). The Licensee shall

continue to maintain the equipment and facilities necessary for the professional production of programming for the community channel(s).

(c) Rules shall be established by the Licensee in cooperation with the Issuing Authority regarding community programming, priority of use of the community programming channel(s), the prohibition of lottery information and obscene or indecent matter (modeled after prohibitions found in other FCC rules and regulations), and permitting public inspection of a complete record of names and addressees of all persons or groups requesting time on the community programming channel(s).

SECTION 5.2 - COMMUNITY STUDIO AND EQUIPMENT

(a) The Licensee shall maintain and manage adequate facilities and equipment in the area for the production of community programming by residents and organizations of Clinton. The Licensee agrees not to move the community programming from its current location unless there are adequate alternate facilities for use by Clinton residents.

(b) Should the Licensee decide to move the community studio out of the Town, the Licensee agrees to provide the Town with Thirty Thousand Dollars (\$30,000) worth of remote video equipment or to provide the same amount to the Clinton schools for the purpose of purchasing video equipment. The Licensee further agrees to provide the Town with two (2) remote origination points at locations designated by the Issuing Authority.

(c) The Licensee will periodically provide training in the use of television production equipment to interested residents and organizations of Clinton.

SECTION 5.3 - COMMUNITY PROGRAMMING STAFF AND SUPPORT

The Licensee shall maintain a full-time (40 hours per week) program director who will be responsible for the studio, its equipment and for the coverage of two (2) bi-annual town meetings, including the coordination of community programming and be responsible for community outreach in the Town and conduct training workshops in video production. The Issuing Authority and the Cable Advisory Committee agree to work with the Licensee to promote local programming and to encourage public participation.

SECTION 5.4 - EMERGENCY USE

In the case of any civil emergency or disaster, the Licensee shall, upon request of the Issuing Authority, make available to the Town a channel for use during the civil emergency or disaster period.

SECTION 5.5 - COMMERCIAL ACCESS

The Licensee shall make channel capacity available as required by federal law for commercial access cablecasting to any person, group, organization, or entity upon reaching an appropriate agreement. Rates for use of commercial access channels shall be negotiated between the Licensee and the commercial user in accordance with federal regulations.

SECTION 5.6 - EQUAL OPPORTUNITY [SEE G.L.c. 166A §5(j)]

If the Licensee permits any person who is legally qualified candidate for any public office to employ the facilities of its Cable Communications System to originate and disseminate political campaign material, it shall afford equal

opportunities to all other such candidates for the same office. If the Licensee permits any person to originate and disseminate any views concerning a controversial issue of public importance, it shall afford reasonable opportunity for the presentation over its facilities of contrary points of view on the same terms and conditions. The conduct of the Licensee with respect to all program origination within its control shall be consistent with, and guided by, the rules and regulations of the FCC, found in 47 CFR §§76.205 and 76.209 and any and all other applicable laws and regulations.

SECTION 5.7 - PROGRAMMING EXCLUSIVITY AND NON-COMPETITION

(a) The Town agrees that it will not use its designated access channel(s) or other facilities, its Institutional Network facilities or other designated Licensee Subscriber Network facilities to provide for-profit commercial services which compete with the Licensee's lines of business.

(b) Any programming produced under the provisions of Article 5 (Community Channels) or produced by the Licensee in any of its facilities shall not be distributed in any form or manner without the consent of the Licensee.

SECTION 5.8 - EDITORIAL CONTROL

The Licensee shall be permitted only to exercise editorial control over programming to the extent permitted by federal law.

SECTION 5.9 - ACCESS CHANNEL SIGNAL QUALITY

The Licensee shall monitor public, educational and governmental ("PEG") access channel(s) signal quality to maintain the same standards

commensurate with those that apply to other channels, provided however, that the Issuing Authority acknowledge that the Licensee is not responsible for the technical quality of actual programming.

ARTICLE 6

CUSTOMER SERVICE AND CONSUMER PROTECTION

SECTION 6.1 - CUSTOMER SERVICE

(a) The Licensee shall provide and maintain a toll-free 24-hour answering line which Subscribers may call without incurring added message units or toll charges so that prompt maintenance and service is available. At the time of initial subscription the Licensee shall give each new subscribing household a notice of billing practices and dispute procedures, which notice shall include the Licensee's telephone number.

(b) Upon reasonable notice the Licensee shall expeditiously investigate and resolve complaints regarding the quality of service, equipment malfunctions and similar matters. The Licensee shall also maintain records of all reported complaints and action taken to respond to such complaints and shall make such records available to the Issuing Authority or designee for inspection upon request, but shall also comply with Subscribers' privacy rights in accordance with federal law.

(c) The Licensee shall respond to all service calls within twenty-four (24) hours and correct malfunctions as promptly as possible. A serious system malfunction will be serviced as soon as possible after its discovery. For these purposes, the Licensee shall maintain a competent staff of employees sufficient to provide adequate and prompt service to its Subscribers.

SECTION 6.2 - CONSUMER COMPLAINT PROCEDURES

The Licensee shall establish a procedure for resolution of complaints by Subscribers. Upon reasonable notice, the Licensee shall expeditiously investigate and resolve all complaints regarding the quality of service, equipment malfunctions and similar matters. In the event that a Subscriber is aggrieved, the Issuing Authority shall be responsive for receiving and acting upon Subscriber complaints and/or inquiries, as follows:

(a) Upon request of the Issuing Authority the Licensee shall, within ten (10) days after receiving a complaint and/or inquiries, send a written report to the Issuing Authority with respect to any complaint. Such report shall provide a full explanation of the investigation, finding and corrective steps taken by the Licensee.

(b) Should a Subscriber have an unresolved complaint regarding cable television operations, the Subscriber shall be entitled to file his or her complaint with the Issuing Authority or its designee, who shall have primary responsibility for the continuing administration of this Renewal License and the implementation of complaint procedures. The Subscriber shall thereafter meet jointly with the Issuing Authority or its designee and a representative of the Licensee, within thirty (30) days of the Subscriber's filing of his or her complaint, in order to fully discuss and resolve such matter. The Licensee shall notify each new Subscriber, at the time of initial subscription to cable service, of the procedures for reporting and resolving all such complaints.

(c) Notwithstanding the foregoing, if the Issuing Authority or its designee determines it to be in the public interest, the Issuing Authority or its designee may investigate any multiple complaints or disputes brought by Subscribers arising from the operations of the License.

(d) In the event that the Issuing Authority or its designee documents a pattern of multiple unresolved Subscriber complaints, the Issuing Authority or its designee shall suggest appropriate amendments to the Licensee's procedures for the resolution of complaints, which the Licensee shall not unreasonably refuse to incorporate into this Renewal License.

SECTION 6.3 - SUBSCRIBERS' ANTENNAS - SWITCHING DEVICES
[SEE G.L.c. 166 §5(h)]

The Licensee shall not remove any television antenna of any Subscriber but shall, at the Licensee's actual cost, plus reasonable rate of return offer an adequate switching device to allow the Subscriber to choose between cable television and non-cable reception. In the event that Massachusetts General Laws are amended to remove this provision of the law, this Section shall be null and void.

SECTION 6.4 - CHANNEL TRANSPOSITIONS [SEE G.L.c. 166A §5(i)]

Whenever the Licensee transposes any television signal from the channel on which it was originally broadcast so that it is received on a different channel on the receiving sets of Subscribers, the Licensee shall at least one (1) month prior to such transposition notify its Subscribers in writing of such transposition and provide them with a marker suitable for mounting on television receivers indicating the fact of such transposition.

SECTION 6.5 - SERVICE INTERRUPTIONS [SEE G.L.c. 166A §5(1)]

In the event that the Licensee's service to any Subscriber is completely interrupted for twenty-four (24) or more consecutive hours, it will grant such Subscriber a pro rata credit or rebate, on a daily basis, of that portion of the service charge during the next consecutive billing cycle, or at its option, apply such credit to any outstanding balance then currently due. In the instance of other individual Subscriber service interruptions, credits shall be applied as described above after due notice to the Licensee from the Subscriber.

SECTION 6.6 - SUBSCRIBER PRIVACY AND RIGHTS TO INFORMATION

(a) The Licensee shall not collect, store, use or make available to any third party data relating to individual subscribing households without first giving the Subscriber an opportunity to remove his or her name from the Licensee's list of Subscribers. The conduct of the Licensee under this Section shall be consistent with and governed by Section 631 of the Cable Communications Policy Act of 1984, "Protection of Subscriber Privacy."

(b) The Licensee shall inform the Subscriber when two-way equipment is installed that would permit the monitoring or recording of information from the subscribing household. To further protect individual rights of privacy, any two-way equipment will have a switch that must be activated by the Subscriber before a signal can be transmitted from the household. No interactive data will originate from the Subscriber's television set, if connected to cable, unless the Subscriber has specifically requested and authorized that this be done.

(c) Any Subscriber, may upon written request, examine all records maintained by the Licensee relating to the Subscriber's account. The Licensee shall insure that all information related to billing and service requests is accurate and up-to-date and shall promptly correct any errors upon discovery.

SECTION 6.7 - DAMAGED OR LOST EQUIPMENT

In the event that a Subscriber is unable to provide documentation to substantiate that a converter was stolen or destroyed by fire, the Licensee shall be entitled to assess a replacement cost for a missing converter. In the event that a Subscriber supplies the Licensee with a police or fire report which evidences that the loss of a converter resulted from theft or fire, the Licensee

may assess the Subscriber the replacement cost of such converter, or, at its election, waive any charges.

ARTICLE 7

RATES AND CHARGES

SECTION 7.1 - RATES AND CHARGES

(a) A price schedule for service and installation in effect on the date of execution of this Renewal License is attached hereto as Exhibit B. Any changes in prices will be in conformance with the federal law, the rules and regulations of the FCC (47 CFR §76.33) and any currently or hereinafter applicable federal and/or state laws and regulations.

(b) The Issuing Authority acknowledges that under the 1992 Cable Television Consumer Protection and Competition Act, certain costs of public, educational and governmental (“PEG”) access and other license requirements, may be passed through to the Subscribers in accordance with federal law.

(c) The Licensee may require a deposit or refuse service for a bona fide credit reason which relates to the Subscriber's overdue or delinquent account with the Licensee. The Licensee may levy reasonable collection charges, including a late fee, on overdue or delinquent accounts. The Licensee requires that the account of any Subscriber requesting work be current before such work is performed.

SECTION 7.2 - SENIOR DISCOUNT

Qualified senior citizens in designated senior housing facilities shall continue to receive a discount of twenty percent (20%) off the Standard Service Package.

ARTICLE 8

REGULATORY OVERSIGHT

SECTION 8.1 - INDEMNIFICATION [SEE G.L.c. 166A §5(b)]

The Licensee shall at its sole cost and expense indemnify and hold the Town harmless at all times during the term of this Renewal License, and subsequent renewals, if any, from any and all claims for injury and damage to persons or property, both real and personal, caused by the construction, installation, operation or maintenance of any structure, equipment, wire or cable authorized to be installed pursuant to this Renewal License. Upon receipt of notice in writing from the Issuing Authority, the Licensee shall at its own expense defend any action or proceeding against the Town in which it is claimed that personal injury or property damage was caused by activities of the Licensee, its employees and/or agents, in the construction, installation, operation or maintenance of its Cable Communications System.

SECTION 8.2 - INSURANCE [SEE G.L.c. 166A §5(c)]

(a) The Licensee shall carry insurance throughout the term of this Renewal License and any removal period pursuant to G.L.c. 166A, §5(f) with the Town as a named insured with an insurance company satisfactory to the Issuing Authority indemnifying the Town and the Licensee from and against any and all claims for injury or damage to persons or property, both real and personal, caused by the construction, installation, operation, maintenance or removal of its Cable System. The amount of such insurance against liability for damage to property shall be no less than One Million Dollars (\$1,000,000) as to

any one occurrence. The amount of such insurance for liability for injury or death to any person shall be no less than One Million Dollars (\$1,000,000). The amount of such insurance for excess liability shall be Five Million Dollars (\$5,000,000) in umbrella form. Policies will contain a provision that the Issuing Authority will receive thirty (30) days written notice prior to any cancellation.

(b) The Licensee shall carry insurance against all claims arising out of the operation of motor vehicles and general tort or contract liability in the amount of One Million Dollars (\$1,000,000).

(c) All insurance coverage, including Workers' Compensation, shall be maintained throughout the period of this Renewal License. All expenses incurred for said insurance shall be at the sole expense of the Licensee.

SECTION 8.3 - PERFORMANCE BOND [SEE G.L.c. 166A §5(k)]

(a) The Licensee has submitted and shall maintain throughout the duration of the Renewal License and any removal period pursuant to G.L.c. 166A, §5(f) a performance bond running to the Town with a company surety satisfactory to the Issuing Authority to guarantee the following terms:

- (1) the satisfactory completion of the installation and operation of the Cable System in the time schedule provided herein and otherwise of G.L.c. 166A §5(a), (m) and (n);
- (2) the satisfactory restoration of pavements, sidewalks and other improvements in accordance with G.L.c. 166A §5(g);

- (3) the indemnity of the Town in accordance with G.L.c.166A §5(b); and**
- (4) the satisfactory removal or other disposition of the Cable System in accordance with G.L.c. 166A §5(f).**

(b) During the period of rebuild construction this bond shall be in the amount of One Hundred Thousand Dollars (\$100,000).

(c) Upon completion of rebuild construction and following a reasonable period of satisfactory operation as determined by the Issuing Authority and the Licensee the amount of the bond shall be reduced to Ten Thousand Dollars (\$10,000) upon a written request by the Licensee.

SECTION 8.4 - LICENSE FEES

During the term of the Renewal License the annual license fee payable to the Town shall be fifty cents (\$.50) per Subscriber served as of the last day of the preceding calendar year, payable on or before March 15th of the said year.

SECTION 8.5 - REPORTS [SEE G.L.c. 166A §§8 and 10]

(a) The Licensee shall file annually with the Commission on forms prescribed by the Commission, a sworn statement of its revenues and expenses for official use only. In addition, the Licensee shall also file with the Commission, a financial balance sheet and statement of ownership which shall be supplied upon request of the Issuing Authority. These requirements shall be subject to the regulations of the Commission.

(b) As provided by law and applicable regulations. every three (3) months the Licensee shall notify the Issuing Authority and the Commission, on

forms prescribed by the Commission, of complaints of Subscribers received during the reporting period and the manner in which the complaints have been met, including the time required to make any necessary repairs or adjustments.

(c) In addition, the Licensee shall maintain for public inspection all records required by the FCC and as specified in 47CFR §76.305 in the manner prescribed therein.

SECTION 8.6 - EQUAL EMPLOYMENT OPPORTUNITY

The Licensee is an Equal Opportunity Employer and, pursuant to 47 CFR §76.311 and other applicable regulations of the FCC, must file an Equal Employment Opportunity Plan with the FCC and otherwise comply with the FCC regulations with respect to Equal Employment Opportunities. The Licensee has filed its current plan with the FCC and agrees to abide by such plan.

SECTION 8.7 - REVOCATION OF LICENSE [SEE G.L.c. 166A §11]

The Renewal License may, after due notice and hearing, be revoked by the Issuing Authority or the Commission for any of the following reasons:

- (a) For false or misleading statements in, or material omissions from, the application submitted under Section 4 of G.L.c. 166A;**
- (b) For failure to file and maintain the performance bond as described in Section 8.3 (Performance Bond) or to maintain insurance as described in Section 8.2 (Insurance);**
- (c) For repeated violations, as determined by the Commission, of commitments of the license as set forth in Section 5(j) of G.L.c. 166A;**
- (d) For repeated failure, as determined by the Commission, to maintain signal quality pursuant to the standards provided for by the Commission;**
- (e) For any transfer or assignment of the Renewal License or control thereof without consent of the Issuing Authority;**
- (f) For failure to complete construction in accordance with the provisions of the Renewal License; and**

(g) For repeated failure to comply with any of the material terms and conditions of the Renewal License.

SECTION 8.8 - NOTICE AND OPPORTUNITY TO CURE

Prior to instituting any action against the Licensee under either Section 8.3 (Performance Bond) or Section 8.7 (Revocation of License), the Issuing Authority shall notify the Licensee of specific failure and shall give the Licensee thirty (30) days, or such longer time as may be granted by the Issuing Authority in its reasonable discretion, in which to rectify such failure and shall not proceed further if the matter is resolved to the reasonable satisfaction of the Issuing Authority within the specified time period.

SECTION 8.9 - TRANSFER OR ASSIGNMENT [SEE G.L.c. 166A §7]

This Renewal License or control hereof shall not be transferred or assigned without the prior written consent of the Issuing Authority, which consent shall not be arbitrarily or unreasonably withheld. The consent of the Issuing Authority shall be given only after a hearing upon written application therefor on forms prescribed by the Commission. The application for consent to an assignment or transfer shall be signed by the Licensee and by the proposed assignee or transferee or by their representatives, evidence of whose authority shall be submitted with the application.

SECTION 8.10 - REMOVAL OF SYSTEM [SEE G.L.c. 166A]

Upon termination of this Renewal License or of any renewal hereof by passage of time or otherwise, the Licensee shall remove its supporting structures, poles, transmission and distribution systems and other appurtenances from the streets, ways, lanes, alleys, parkways, bridges, highways, and other public places in, over, under, or along which they are

installed and shall restore the areas to their original condition. If such removal is not completed within six (6) months of such termination, the Issuing Authority may deem any property not removed as having been abandoned. Such abandonment shall not relieve the Licensee of cost of removal.

SECTION 8.11 - INCORPORATION BY REFERENCE

(a) All presently and hereafter applicable conditions and requirements of federal law and of Massachusetts General Laws, Chapter 166A, and the rules and regulations of the FCC and the Commission, as they may be amended from time to time, are incorporated herein by reference, to the extent not enumerated herein. All such general laws, rules, and regulations, as amended, shall control the interpretation and performance of this Renewal License to the extent that any provision of this Renewal License conflicts with or is inconsistent with such laws, rules or regulations.

(b) Should the Commonwealth of Massachusetts, the federal government or the FCC require the Licensee to perform or refrain from performing any act the performance or non-performance of which is inconsistent with any provisions herein, the Issuing Authority and the Licensee will thereupon, if they determine that a material provision herein is affected, modify any of the provisions herein to reflect such government action.

ARTICLE 9

MISCELLANEOUS

SECTION 9.1 - SEVERABILITY

If any section, paragraph, term or provision of this License is determined to be illegal, invalid or unconstitutional, by any court of competent jurisdiction thereof, such determination shall have no effect on any other section, paragraph, term or provision hereof, all of which will remain in full force and effect for the term of this Renewal License or any renewal or renewals hereof.

SECTION 9.2 - FORCE MAJEURE

If for any reason of force majeure the Licensee is unable in whole or in part to carry out its obligations hereunder, said Licensee shall not be deemed in violation or default during the continuance of such inability. Unless further limited elsewhere in this License, the term "force majeure" as used herein shall have the following meaning: strikes; acts of god; acts of public enemies, orders of any kind of the government of the United States of America or of the Commonwealth of Massachusetts or any of their departments, agencies, political subdivisions, or officials, or any civil or military authority; insurrections; riots, epidemics; landslides; lightening; earthquakes; fires, hurricanes; volcanic activity; storms; floods; washouts; droughts, arrests; civil disturbances; explosions; partial or entire failure of utilities; or any other cause or event not reasonably within the Licensee's control.

SECTION 9.3 - NOTICES

Every notice to be served upon the Issuing Authority shall be delivered or sent by certified mail (postage prepaid) to Attn: Board of Selectmen, Town of Clinton, 242 Church Street, Clinton, MA 01510 or such other address as the Issuing Authority may specify in writing to the Licensee. Every notice served upon the Licensee shall be delivered or sent by certified mail (postage prepaid) to Attn: Director of Government & Public Affairs, Continental Cablevision, 330 Billerica Road, Chelmsford, MA 01824 with a copy to Attn: Corporate Counsel, Continental Cablevision, 6 Campanelli Drive, Andover, MA 01810-1095, or such other address as the Licensee may specify in writing to the Issuing Authority. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of mailing or receipt.

WITNESS OUR HANDS AND OFFICIAL SEAL, THIS _____ DAY
OF
_____ 1996.

TOWN OF CLINTON

By:

Selectman

Selectman

Selectman

Selectman

Selectman

Accepted by:
CONTINENTAL CABLEVISION
OF MASSACHUSETTS, INC.

Russell H. Stephens
Senior Vice President
Northeast Region

EXHIBIT A

I-Net Maintenance and Technical Support

- 1. Continental shall maintain I-Net as prescribed by FCC Rules and Regulations Part 76.**
- 2. Continental shall determine and assign the transmit and receive frequencies for all I-Net users.**
- 3. Continental shall determine and design the correct signal strength levels necessary at each location.**
- 4. The Town may install its preferred equipment, provided however the data equipment to be used has been pre-approved by Continental in advance of connection to the I-Net. Pre-purchase approval is recommended.**
- 5. The Town shall designate a certified, experienced data communications professional (ex., MIS/LAN manager, network engineer, consultant, etc.). This person shall be responsible and accountable to the Town for all set-up and ongoing operations of LAN to LAN connectivity over the I-Net.**
- 6. Continental's role in supporting free data transmission shall be limited to the minimum services outlined above. Continental shall charge the Town for all service calls not related to the radio frequency performance of the I-Net, including adds, moves and system changes. Charges shall be billed on a time and materials basis in accordance with the schedule of charges attached hereto which may be amended by Continental at any time.**
- 7. Any user who causes interference or renders the I-Net system ineffective shall be disconnected.**

EXHIBIT B

SCHEDULE OF EQUIPMENT & INSTALLATION/SERVICE CHARGES

Rates effective 9/1/96 in Clinton.

Rates and charges subject to FCC rate regulations.

INSTALLATION/SERVICE CHARGES

Initial home Installation ¹	\$ 37.21
Activation of Prewired Service ¹	\$ 29.77
Activation of Prewired Additional Outlet/Initial Home Installation	\$ 22.33
Activation of Prewired Additional Outlet/Separate Home Visit	\$ 29.77
Additional Outlet/Initial Home Installation	\$ 29.77
Additional Outlet/Separate Home Visit	\$ 37.21
Activation of Prewired Service to Apartment/Condominium Unit	\$ 22.33
VCR Connection/Initial Home Installation	\$ 14.88
VCR Connection/Separate Home Visit	\$ 22.33
Activation of Service to Overdue Accounts	\$ 15.00
Change of Service (Requiring Home Visit)	\$ 22.33
Change of Service (Not Requiring Home Visit)	\$ 1.99
Home Service Visit (per hours) ²	\$ 44.65
Non-Standard Initial Home Installation ³	\$ 37.21
Customized Home Installation (per hour)	\$ 44.65
Home Amplifier/Initial Home Installation ⁴	\$ 22.33
Home Amplifier/Separate Home Visit ⁴	\$ 52.24

MISCELLANEOUS CHARGES

Unreturned or Damaged Cable Box	(up to) \$250.00
Unreturned or Damaged Remote Control	(up to) \$ 25.00
A/B Switch Equipment Purchase	\$ 10.00
Home Amplifier Equipment Purchase	\$ 44.50
Returned Check Fee	\$ 18.00
Late Fee (on overdue account balance)	5%

¹ Primary outlet only

² Service charge for problems not related to Company's equipment or cable signal
(1/2 hour minimum).

³ Additional charges for time and materials are added to the Initial Home Installation charge.
Definition of non-standard Installation varies by service area.

⁴ Separate equipment charge applies.

Rates do not include federal, state and local taxes and fees.

SCHEDULE OF MONTHLY RATES & CHARGES

Rates effective 9/1/96 in Clinton.
Rates and charges subject to FCC rate regulations.

STANDARD SERVICE PACKAGE	\$ 23.25
<i>(includes Basic, Cable 1 and Cable 2)</i>	
With Senior Discount *	\$ 18.00

LEVELS OF SERVICE

Basic Broadcast Service ("Basic")	\$ 5.97
Cable Programming Service 1 ("Cable 1")	\$ 2.88
Cable Programming Service 2 ("Cable 2")	\$ 14.40
<i>(Note: Any combination of service levels requires the purchase of the Basic Broadcast Tier.)</i>	

PREMIUM CHANNELS

HBO	\$ 10.95
Showtime	\$ 10.95
Cinemax	\$ 10.95
The Disney Channel	\$ 10.95
The Movie Channel	\$ 10.95
SportsChannel	\$ 10.95
NESN	\$ 9.95
Pay-Per-View Movies	Variable
Service Plus **	\$ 2.00

OTHER CHARGES

Cable Box	\$ 2.09
Remote Control	\$.28
Service Protection Plan	\$.99

* Available only to qualified Senior Citizens in designated Senior-Housing facilities.
Restrictions apply.

** Charge for reception of premium service(s) on additional outlets.

Rates do not include federal, state and local taxes and fees.